

Adult Foster Care Frequently Asked Questions

What is MI AuthentiCare? MI AuthentiCare is a paperless billing system for Adult Foster Care (AFC) providers, including Homes for the Aged and County Infirmaries. The system provides automated electronic billing for facility services provided through the Department of Human Services (DHS), formerly known as the Family Independence Agency (FIA), and Community Mental Health Service Program Boards (CMH) as well as room and board provided through the DHS's State Disability Assistance (SDA) program. Providers no longer have to send paper invoices to the Model Payment System (MPS) at the Michigan Department of Community Health (MDCH) in Lansing. Invoices are electronically generated by phone calls to MI AuthentiCare's toll-free number (1-877-342-5660) **or** through the MI AuthentiCare website, <https://www.miauthenticare.govconnect.com/>. Providers verify, either by a phone call or on the web, the services they provided during the month. MI AuthentiCare compares the services provided to those authorized and then sends electronic invoices to MDCH. MI AuthentiCare also generates standard reports that are available to each provider via the web.

For this document, beneficiaries/clients/consumers/residents are referred to only as beneficiaries.

Do all facilities/providers have to use MI AuthentiCare? Yes, providers must use either the toll-free telephone system or the secure Internet website.

Can I use the telephone one month and the web the next month? Yes, you choose the method that you want to use each time you create invoices.

Do I have to pay to use MI AuthentiCare? No, MI AuthentiCare is free.

How do I get a PIN? PINs will be mailed to providers approximately two weeks before AuthentiCare goes live. Put the PIN in a safe place.

How do change my PIN? You can not change your PIN. If you forget your PIN contact Provider Support.

When is MI AuthentiCare available? 24-hours a day, 7 days a week

What do I do if the MI AuthentiCare voice response or web site is having technical difficulties? Make the call or enter the information on the web site once the system is back up. We do not anticipate that this will occur frequently.

Do AFC services still have to be authorized? Yes. The requirement and process have not changed. DHS authorizes services for DHS beneficiaries and CMH prior authorizes services for CMH beneficiaries.

When do I contact MI AuthentiCare to bill? After the end of the month call the MI AuthentiCare toll free telephone number or log onto the website. You may wish to call on the first day of the next month to ensure prompt processing of your invoice. For example, contact MI AuthentiCare on or after April 1 to bill for March. You should not contact MI AuthentiCare before the end of the month to bill for the current month. You must bill for one calendar month at a time.

Can I create two invoices at one time? Yes, you can create as many invoices as you need to at one time.

Can I bill for several months at one time? Yes you can, but you must enter the information for each calendar month separately. For instance, you **cannot** create an invoice for services, which begin on January 1, 2005, and end on February 28, 2005

What should I do if I forget to make the call or use the web-based service on the first of the month? You should make the call or use the website as soon as you remember. Remember that policy requires you to bill within 370 days of the date of service.

Will I still receive the FIA-2353 invoice to complete and mail to MDCH? No. MI AuthentiCare takes the place of this form.

What do I do if the beneficiary does not have services authorized?

Contact your DHS or CMH Case Manager. You must have services authorized to use MI AuthentiCare. Once the service is authorized, call or use the website to bill for the beneficiary.

How do I bill if a beneficiary is in the facility for the entire month? Call MI AuthentiCare or enter the information on the website after the end of the month to bill for the entire month in which service was provided.

How do I bill if a beneficiary leaves my facility during the month? Contact your DHS or CMH Case Manager to report that the beneficiary is no longer in the facility. Then call MI AuthentiCare or enter the information on the website to indicate the day that the beneficiary left the facility.

What do I do if a beneficiary who left my facility during the month then returns during the same month? When the beneficiary returns you will include them in your monthly invoices.

Will I still get a Statement of Payments (SOP)? Yes, this will not change.

Will my payments still be directly deposited into my account? If you already have direct deposit of your payments, this will continue. If you do not have direct deposit but are interested in registering for this service, go to the following internet site and register as a vendor: www.cpexpress.state.mi.us

Will the payment schedule change? No, payments are issued in the same manner and time as before Mi AuthentiCare

Using the MI AuthentiCare telephone to submit invoices:

What is the MI AuthentiCare toll-free phone number? 1-877-342-5660

Will MI AuthentiCare work from any telephone? Yes, but it must be from a touch tone phone.

What information should I have available before calling MI AuthentiCare?

1. The MI AuthentiCare toll-free phone number
2. Your Provider ID number (this number comes pre-printed on the paper invoice you currently receive).
3. Your PIN (this 5 digit number will be mailed to you).
4. Information on clients you are billing for, such as the Medicaid ID and the dates that they were in the facility

What if I make a mistake when I call MI AuthentiCare? Continue with the call until you complete all of the beneficiaries. At the end of the call, the system will play back the names of the beneficiaries and the number of days for each beneficiary. If you realize the mistake after completing the call, you can contact the MDCH Provider Support Unit at 1 800 292-2550 for assistance.

Using the MI AuthentiCare website:

Why would I want to go to the MI AuthentiCare website? For facilities with a large number of beneficiaries, using the website may be easier and faster than using the toll-free number. The website can be used to bill for services and to run reports.

How do I access the MI AuthentiCare website? Go to the following website: <https://www.miauthenticare.govconnect.com/>. You must have your Provider ID and your PIN the first time you register. You will create a user name and password to use to log on to the website in the future. Details for registering on the website can be found in the AFC Provider Manual.

Questions on MI AuthentiCare Reports

What are reports? MI AuthentiCare reports provide summary information about your invoices submitted by telephone or through the website. If you do not have a computer and want to run reports, you may use any computer which has access to the internet. Most public libraries provide computers with access to the internet. However, you do not have to run reports. They are available on the website if you are interested in them.

If I don't have access to the Internet, will MI AuthentiCare or MDCH send me reports on a scheduled basis? No. MI AuthentiCare Reports are only available on the website.

Can I run reports if I called the toll free number to send my invoices? Yes, you can run reports on the website that will provide information about the invoices you submitted through the toll free number.

What information is included on the reports?

MI AuthentiCare's standard reports for AFC contain real-time (current) information including:

- Invoices submitted for payment to the Model Payments System (MPS) by MI AuthentiCare for the provider,
- Status of invoices that were not submitted to MPS
- Authorized units of service by beneficiary.

You can view/print reports in PDF, Word, Excel or Text format. Reports can be saved to your own computer.

Who can see reports on the MI AuthentiCare website?

- A provider can only see information about activity for his own provider number.
- No provider can see the information for other providers.

How long will reports remain in AuthentiCare?

Reports will remain in AuthentiCare for a short period of time. You should save reports to your own computer if you want to save them for a longer period.

Can I bill through MI AuthentiCare if the beneficiary goes home for the weekend? MI AuthentiCare does not change any policies regarding payments when beneficiaries are out of the home temporarily. Contact the caseworker or case manager with policy related questions.

How do I know the spend down dates for a beneficiary? You should call Medifax at 1-888 -696-3510. You will need to enter your Provider ID #, a Provider Type of 00, and the Beneficiary's 8 digit Medicaid ID. Choose Current Medicaid Eligibility as the transaction type. A Scope of Coverage code of 1F or 2F indicates that the beneficiary is Medicaid eligible.

Where do I get training material for MI AuthentiCare?

Training materials are on the MDCH website ,www.michigan.gov/mdch. Click on Providers, Information for Providers, then MI AuthentiCare.

Who do I contact for additional information? Contact Provider Inquiry at 1-800-292-2550 or providersupport@michigan.gov.